

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**

**FORMAL COMPLAINT**

Illinois Commerce Commission  
527 East Capitol Avenue

Springfield, Illinois 62794-9280

**ORIGINAL**

ILLINOIS  
COMMERCE COMMISSION

SEP 10 4 12 PM '01

For Commission Use Only:

Case

01-0587

Regarding a complaint

by Richard B. Nelson  
(Person making the complaint)

against McLeod USA Telephone Service (800)593-1177  
(Utility name)

as to uninterrupted telephone service.

Chicago (Reason for complaint)  
in Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1667 N. Western Avenue, Chicago, IL 60647

The service address that I am complaining about is 1667 N. Western Avenue, Chicago, IL 60647

Tel. 773-227-9400, Fax 773-227-9444

My home telephone number is [ 847 ] 835-9428

Between 8:30 a.m. and 5:00 p.m. weekdays I can be reached at [ 773 ] 227-9400 x 203

McLeod USA (respondent) is a public utility and is subject to the provisions of  
(Full name of utility company)  
the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs which you think are involved with your complaint.

83 Il. Adm. Part 280.50 (a), 280.70 (a)

Have you contacted the Consumer Affairs Division of the Illinois Commerce Commission about this complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? ☐ Yes ☒ No

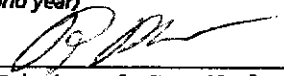
Please state your complaint briefly. Number each of the paragraphs. Please include any specific time period and dollar amounts involved with your complaint. Use an extra sheet of paper, if needed.

1. Since August 2000, when we moved into 1667 N. Western, we been having problems losing dial tone, from one to 20 times a day, we have lost service for as short as 10 seconds to as long as one hour, almost every day.
2. We have 21 lines and 20 lines go down at the same time. McLeod USA and Ameritech have sent many technicians here, over and over again, but they can't seem to repair the problem, as you can see in our enclosed log.
3. What they been telling us is that in able to have uninterrupted service, they need to put copper lines in, but it doesn't seem like it's getting done.
4. It has been over a year and we are having the same problem, we are a small company and can't afford to lose business.

Please clearly state what you want the Commission to do in this case.

Please help on getting our lines working.

Date: September 6, 2001  
(Month, day, and year)

Complainant's signature   
Richard B. Nelson

If you will be represented by an attorney, please give the attorney's name, address, and telephone number.

You need to file the original and three copies of this form with the Commission and also provide the Commission one copy for each utility complained about (referred to as respondents).

#### VERIFICATION

A notary public must watch you fill out this part of the form.

I, Richard B. Nelson, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

  
(Signature) Richard B. Nelson

Subscribed and sworn/affirmed to before me this 6th day of September, 19 2001.

  
Notary Public, Illinois



#### NOTE:

Failure to answer all of the questions on this form may result in this form being returned to you without processing. If you have questions, please call the counselor in the Consumer Affairs Division that handled your informal complaint.